

**AMENDMENTS**

**SPECIFICATION AMENDMENTS**

Please replace the paragraph beginning on page 3, line 27 with the following amended paragraph:

B1  
--With the growth of the Internet, one trend in developing marketing and sales campaigns is to gather customer information by accessing Internet data sources. Internet data intelligence and data mining products face specific challenges. First, they tend to be designed for use by technicians, and are not flexible or intuitive in their operation; secondly, the technologies behind the various engines are changing rapidly to take advantage of advances in hardware and software, and finally, the results of their harvesting and mining are not typically related to a specific department goals and objectives.--

Please replace the paragraph beginning on page 7, line 9 with the following amended paragraph:

B2  
--The users of system 10 may be any business entity that desires to conduct more effective marketing campaigns. For example, ~~T~~ these users may be direct marketers who wish to maximizing the effectiveness of direct sales calls, or e-commerce web sites who wish to build audiences.--

Please replace the paragraph beginning on page 9, line 4 with the following amended paragraph:

B3  
--Client system ~~11~~ 13 may be any computer station or network of computers having data communication to lead generator system 10. Each client system ~~11~~ 13 is programmed such that each client has the following capabilities: a master user account and multiple sub user accounts, a user activity log in the system database, the ability to customize and personalize the workspace; configurable, tiered user access; online signup, configuration and modification, sales territory configuration and representation, goals and target establishment, and online reporting comparing goals to target (e.g., expense/revenue; budget/actual).--

Please replace the paragraph beginning on page 9, line 16 with the following amended paragraph:

B4  
--Administration system 14 12 performs such tasks as account activation, security administration, performance monitoring and reporting, assignment of master userid and licensing limits (user seats, access, etc.), billing limits and profile, account termination and lockout, and a help system and client communication.--

Please replace the paragraph beginning on page 12, line 3 with the following amended paragraph:

B5  
--One data source is newsgroups, such as USENET. To access discussion documents from USENET newsgroups such as "news.giganews.com", NNTP protocol is used by the crawler process to talk to a USENET news server such as "news.giganews.com." Most of ~~the~~ news servers only archive news articles for a limited period (giganews.com archives news articles for two weeks), ~~it is necessary for the iNet Crawler to~~ this crawler 31 incrementally downloads and archives these newsgroups periodically in a scheduled sequence. This aspect of crawler process 31 is controlled by user-specified parameters such as news server name, IP address, newsgroup name and download frequency, etc.--

Please replace the paragraph beginning on page 13, line 11 with the following amended paragraph:

B6  
--A fourth data source is corporations' internal documents. These internal documents may include sales notes, customer support notes and knowledge base. The crawler process accesses corporations' internal documents from their Intranet ~~through Unix/Windows file system or alternately be able to access their internal documents by riding in the databases~~ through an ODBC connection. If internal documents are password-protected, crawler process 31 acts on behalf of the authorized user to logon to the file systems or databases and be able to subsequently retrieve documents. This function of the crawler process is controlled by user-specified parameters such as directory path and database ODBC path, starting file id and

B6 ending file id, and access frequency. Other internal sources are customer information, sales records, accounting records, and call center digital voice records.--

Please replace the paragraph beginning on page 21, line 8 with the following amended paragraph:

B7 --Referring again to FIGURES 1 and 2, the server functions of system 10 may be partitioned among more than one piece of equipment. Standard server equipment may be used, such as those capable of running Windows 2000 server software. Other software used to implement the invention may include: enterprise software, such as the software manufactured by ORACLE® or COLDFUSION®; search engine software, such as the software manufactured by VERITY® or THUNDERSTONE®; and report generation software, such as the software manufactured by COGNOS® or SEAGATE® ~~Oracle® 8i Enterprise Edition, Cold Fusion 4.5 Enterprise for Windows, Verity or Thunderstone for search engine, and Cognos or Seagate products for report generation.--~~

Please replace the paragraph beginning on page 21, line 17 with the following amended paragraph:

B8 --System 10 is based on a client/server architecture. The server of system 10 can reside on ~~Windows~~ WINDOWS® NT/2000 Server, ~~Sun Solaris~~ SUN SOLARIS® (Unix), and AIX (Unix) architectures. The client may be any web browser that supports Java 1.1 (or higher) plug-in, such as ~~Microsoft IE 4.0 (or higher), or Netscape Communicator 4.0 (or higher)~~ those manufactured by MICROSOFT® or NETSCAPE®. These web browsers run on most major operating system platforms, ~~such as Windows95/98/NT/2000, Unix (Sun Solaris, AIX, Linux, etc.), or OS/2 and MacOS.--~~